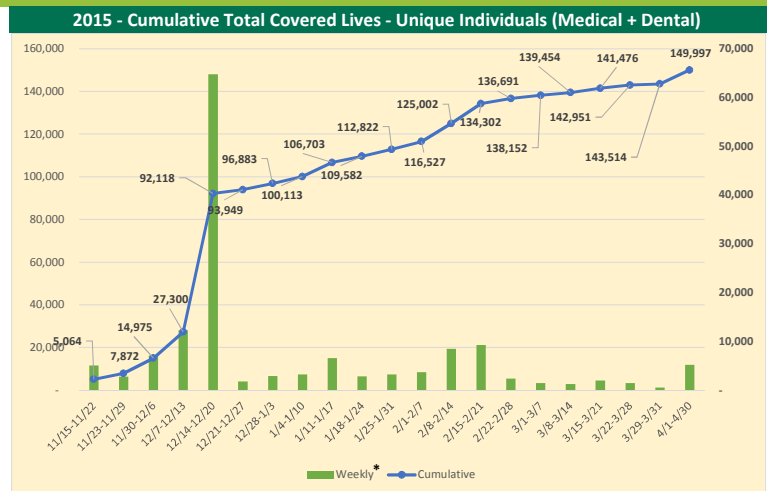




Marketplace Dashboard (May 2015)

Access, Affordability, and Choice	2014 Plan Year	2015 Plan Year
Cumulative Total Covered Lives (Ind. + SHOP)	125,006	152,457
Submitted Enrollments	N/A	21,843
Effectuated Enrollments	N/A	130,614
Cumulative Total Covered Lives (Line of Biz)		
Individual (See Graph)	123,138	149,997
SHOP	1,868	2,460
Medical	102,299	146,506
Dental	22,987	25,478
Effectuated Enrollments With APTC/CSR	69,578	70,671
Total APTC/CSR Administered (\$)	N/A	TBD
Effectuated Enrollments Without APTC/CSR	N/A	58,384
Average Selected Premium		
Non Financially Assisted	\$ 281.74	\$ 286.22
Catastrophic	\$ 149.78	\$ 125.93
Bronze	\$ 258.82	\$ 261.72
Silver	\$ 317.83	\$ 316.74
Gold	\$ 350.99	\$ 352.49
Platinum	\$ 331.29	\$ 348.11
Financially Assisted - Gross/Net	\$400.36/\$128.86	\$390.98/\$160.81
Bronze	\$344.22/\$97.70	\$341.64/\$129.48
Silver	\$414.72/\$126.25	\$413.24/\$167.54
Gold	\$464.29/\$248.54	\$473.96/\$296.21
Platinum	\$450.69/\$245.53	\$500.39/\$327.87



* Auto-renewals were processed during Week 5. The last data point displayed is for the month of April 2015.

Assistance Channels	2014	2015
Broker Assisted Enrollments	47,638	57,910
Certified Brokers	1,580	1,298
HCG Assisted Enrollments	*9,817	8,469
Trained Health Coverage Guides	446	450
Certified Application Counselors	154	169
Service Center Assisted Enrollments	<i>In Progress</i>	<i>In Progress</i>
Carrier Direct	761	526

* Data self-reported.

Account Activity	
Individual Accounts	378,885
Employee Accounts	4,033
Employer Accounts	6,438
Accounts Currently Aging	
October '13	46,680
November '13	30,599
December '13	43,556
January '14	21,211
February '14	20,373
March '14	55,864
April '14	5,548
May '14	3,257
June '14	3,029
July '14	2,015
August '14	1,973
September '14	1,863
October '14	2,411
November '14	11,455
December '14	18,420
January '15	11,786
February '15	19,413
March '15	4,737

Customer Relationship	
Contact Stats	
Total page views	3,259,628
Unique homepage visitors	1,554,624
Unique web visits	735,002
Inbound calls serviced	648,141
Inbound chats serviced	84,704
Calls answered within 90 seconds	35%

Top Three	
Top 3 marketplace pages	1.) Search for Quotes
	2.) Manage Documents
	3.) Eligibility
Top 3 consumer questions	1.) General Information
	2.) Life Change Event - Term
	3.) Life Change Event - Demographic Data Change

Appeals	
Open	188
Informal Resolution Process	157
Office of Administrative Courts	5
Pending Withdrawal	26
Closed	226
Medicaid/CHP+ only Appeals	118

Technical Performance	
Availability	100.0%
Pages served within 5 seconds	97.8%
Average page response time	1.2 sec

KEY:

Cumulative Total Covered Lives = A unique number of insured Individuals / Employees / Dependents who have at one time had either a Submitted or Effectuated enrollment.
Submitted Enrollments = Individuals / Employees / Dependents who selected a plan and submitted their enrollments with the Marketplace. They will either progress to be effectuated or ultimately cancel.
Effectuated Enrollments = Individuals / Employees / Dependents whose enrollment has been submitted to the Carrier and the Carrier has acknowledged an active enrollment. This also includes those who effectuated in the current plan year and later cancelled a policy.
Accounts = Individuals / Employees / Dependents who initially created an Account ID at one point with the Marketplace.
Accounts Currently Aging = Accounts (Medical + Dental) who initially created an Account ID but did not Submit their enrollment.
 2015 SHOP numbers represent current covered lives, regardless of the date of enrollment.